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Hey, Good Catch!

A Culture of Safety

One of the goals of the Collaborative Center for Clinical Care Improvement is to enhance a culture of safety for our patients at John Dempsey Hospital. We want everyone to understand that there is “no blame” for errors. It is not only okay to report a near miss/“Good Catch,” we are encouraging it. It is a way for us to review potential risks to our patients.

Definition of a “Good Catch”

A “Good Catch” is the recognition of an event that could have been harmful to a patient but was prevented.

What’s the Importance?

Near misses occur at a much higher rate than actual errors in patient care. Studies show that reporting near misses can prevent more serious errors.

A number of factors may be part of a near miss:

- System factor: For example, how we organize our work flow for patient care.
- Human factors: For example, how each of us perform our patient-care roles.

There is No Blame

At John Dempsey Hospital, we do not want to “name and blame.” We want to look for ways to review the events that can help identify a single or recurring problem.



Response to a Good Catch

Staff from the Collaborative Center for Clinical Care Improvement and/or the Patient Safety Committee will respond to all “Good Catch” reports. The response will be based on an evaluation of each patient care report. In all cases, the response will include a discussion with all staff involved in the patient care event to find out:

- *What happened?*
- *Why did it happen?*
- *What helped identify it as a “Good Catch”/near miss?*
- *What can we do to prevent it from happening again?*

What You Receive for a Good Catch:

- A “Good Catch” award certificate
- A “Good Catch” lapel pin
- Special recognition within our Health Center community
- A copy of the award certificate in your permanent record in Human Resources.
- Special drawing at the Patient Safety Fair
- Our sincere thanks for your dedication to patient safety!
- An opportunity to effect change, since we will review all “Good Catches” and look for ways to prevent them from occurring in the future.

The Collaborative Center for Clinical Care Improvement (“C4I”) is dedicated to making John Dempsey Hospital the safest hospital in the State of Connecticut. We’d like your feedback and comments! Call us at Ext. 7650

James O. Menzoian, MD and Rhea Sanford, RN, PhD, CS—Co-Directors

Candace Pettigrew, RN, BSN, Patient Safety Coordinator

Sandra Donahoe, BSIE, MBA, Internal Quality Consultant

Susan Garthwait, Executive Assistant

“Good Catch” Award Recipients

We thank the following individuals for sending us their “Good Catches”



Thanks to a “Good Catch” by:
Kristine Collin, RN, ICU, we will review the packaging of medications that are similar in color and size to avoid possible confusion.



Thanks to a “Good Catch” by:
Julie LaFlamme, RN, MSN, CCRN, Critical Care CNS, we will be coordinating education and supervision on how heart monitor screens are set up for patients in the Intensive Care Unit.



Thanks to a “Good Catch” by:
Ruth LaCasse, Department of Pharmacy, we will work to make sure medications are ordered by their generic name to prevent medication errors.



Thanks to a “Good Catch” by:
George Smith, RN, Surgery 7, we will look at making sure that the correct wrist band is on all patients.



Thanks to a “Good Catch” by:
Mary Napomiceno, RN, Float Pool, we will make sure patients are always identified by their full name and their medical record number or birth date.



Thanks to a “Good Catch” by:
Sandy Byrnes, RN, ICU, we will review proper orders for doses of cardiac medications.



Thanks to a “Good Catch” by:
Erin Conaty-Casas, RN, Surgery 7, we will review the importance of verifying correct transcription of medication orders.

“Good Catch” Quiz

1. The definition of a “Good Catch” is the recognition of an event that could have been harmful to a patient but was prevented.

True or False?

2. A health care provider walks into a patient’s room without washing her hands, which is not following National Patient Safety Goals. How do you think the patient should respond?

- A. Say nothing
- B. Ask the healthcare provider to wash her hands before she begins her exam
- C. None of the above

3. There will be a response to all “Good Catches” by staff from the Collaborative Center for Clinical Care Improvement and/or the Patient Safety Committee.

True or False?

Answers to all questions are below.

Answers:
(1) True (2) B (3) True

TELL US ABOUT YOUR “GOOD CATCH”

How to submit a story:

There are many ways to submit your story:

1. Use the submission form—Call Ext. 7650 to have one sent to you
2. e-mail your story to Garthwait@uchc.edu Call Ext. 7650 and dictate your story—it will be transcribed and a draft will be sent to you for review and corrections.

This newsletter is the collaborative effort of the C4I staff.

C4I News!

A new C4I subgroup is being formed to see how well we are meeting clinical and administrative measures of performance. See details in the next newsletter.